MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2022/2023

BHR3614
HUMAN RESOURCE MANAGEMENT

(All sections/Groups)

2 OCTOBER 2023
9.00 a.m – 12.00 a.m
(3 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of **THREE (3)** pages with **FOUR (4)** Questions only.
2. **ANSWER ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

ANSWER ALL FOUR (4) QUESTIONS.

QUESTION 1

a) Recognizing the fundamental impact of human resources on organizational success, understanding why Human Resource Management (HRM) holds significance for all managers is crucial.

Why is human resource management important to all managers?

(12 marks)

b) In the realm of strategic management, equipping oneself with the knowledge of key tools can significantly enhance an organization's human resource practices. Let's delve into an explanation of three essential Strategic Human Resource Management tools.

Explain the **THREE (3)** Strategic Human Resource Management Tools.

(13 marks)

[Total: 25 marks]

QUESTION 2

a) List **THREE (3)** basic types of interviews.

(3 marks)

b) Interview can be classified based on the "content" or the types of questions the interviewer asks. Explain the difference between situational questions, past behavioural questions, job-related questions, and stress questions.

(12 marks)

c) Explain **FIVE (5)** errors that can undermine an interview's usefulness.

(10 marks)

[Total: 25 marks]

QUESTION 3

a) In the realm of selecting the right candidates for positions, understanding the various types of validity is crucial for ensuring a robust and effective selection process.

Explain **THREE (3)** different types of validity in the selection process.

(12 marks)

Continues....

b) When evaluating individuals' abilities and attributes, understanding the diverse approaches through which these assessments are conducted becomes essential.

Explain **THREE (3)** main types of tests.

(13 marks)

[Total: 25 marks]

QUESTION 4

a) In the realm of understanding motivation and its impact on workplace dynamics, delving into the Equity Theory unveils essential insights into employees' perceptions of fairness and its implications. What are the **CORE PRINCIPLES** of the Equity Theory of motivation, and how does it relate to an individual's response when perceiving inequity? Additionally, please elaborate on the **FOUR (4)** distinct forms of equity - external, internal, individual, and procedural?

(15 marks)

b) When a supervisor tells someone that his or her performance is poor, the first reaction is often denial. Since denial is a defensive mechanism, dealing with defensiveness is an important appraisal skill. Suggest **FIVE (5)** ways you handle a defensive subordinate.

(10 marks)

[Total: 25 marks]

End of Paper